



Burnaby Social Sustainability Strategy Progress Report on Actions

September 2015



Burnaby
Social
Sustainability
Strategy



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Burnaby - an Inclusive, Livable and Resilient Community

Burnaby is a city that has many positive attributes and a deep commitment to improving quality of life for all of its citizens. To ensure that the city continues to be a great place to live, work, learn, play and visit, the City of Burnaby developed a Social Sustainability Strategy in 2011.

Social Sustainability is about people – individuals and the community working together to meet their needs, realize their potential, and prosper in a healthy environment.

The Social Sustainability Strategy has been instrumental in guiding Burnaby's development as a vibrant, inclusive community. Two years on since the Strategy's Phase 1 implementation plan was adopted by Burnaby Council in 2013, it is appropriate to reflect on what has been possible to achieve and what remains to focus on in the years ahead as part of Phase 1. To that end, this report highlights the progress made by the City and its partners on various actions in each of the Strategy's seven Strategic Priorities. It is not an exhaustive list but a sampling of important community initiatives that will help make Burnaby an even healthier community. It also identifies remaining Phase 1 actions that the City and its partners will pursue over the next one to two years. (See appendix 1 for a summary of Phase 1 implementation actions.)

As Phase 1 of the Strategy's implementation draws to completion, the City will engage the community in assessing progress and refreshing the Implementation Plan to reflect new learning, experience and developments. This review will guide Phase 2 of the Strategy's implementation.

Going forward, the Strategy will continue to guide the City's initiatives and resource allocations in the social realm over the next decade. The City will continue to work collaboratively with senior levels of government, local community service providers, the business community, the Burnaby School District, Fraser Health, post-secondary institutions, faith and ethno-cultural groups and Burnaby residents to advance its social sustainability vision and goals.

Our Vision:



Our Goals:

Burnaby will be an inclusive community that values all of its members and helps them to meet their basic needs so that they can live in dignity, engage actively, and contribute to their community.

Burnaby will continue to be liveable and respond to the interests and needs of all who live, work, learn, play and visit in the city.

Burnaby will be a resilient community, able to adapt and thrive in times of change.

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Strategic Priority 1 - Meeting Basic Needs

This strategic priority is about ensuring that everyone in Burnaby has a foundation to live a life of dignity. The main elements of this priority are economic security, affordable and suitable housing, and support for healthy living.



Yukon Crescent Children's Centre - one of five City-owned child care centres

Economic Security

Child Care - In 2014, Burnaby Council and the Burnaby Board of Education negotiated a Child Care Facilities Agreement to consider development of up to twelve new child care centres on School District sites throughout the city. The City would fund the capital costs of the centres, the School District would provide the land, and non-profit organizations would operate the centres. The City's contribution would be funded through its Community Benefit Bonus program that offers developers increased residential density in return for providing a community amenity or a cash-in-lieu contribution. The Agreement has the potential to create over 500 child care spaces for either school aged, preschool and/or infant/toddler care centres.

Job Training and Mentorship - The Burnaby Board of Trade (BBOT) has developed an Access Student Career Development program that provides senior post-secondary students with connections and tools they need to compete in the job market. Since the program began in 2012, approximately 100 students have participated in the program.

The BBOT is also an active member of the Burnaby Intercultural Planning Table and supports employment programs for newcomers. For example, the Workplace Ambassadors program matched 35 Internationally Trained Professionals (ITPs) to local professionals within their field. These

professionals then referred participants to colleagues and contacts. The 35 ITP ambassadors engaged with more than 240 employers in discussions about immigrant workforce integration by the end of the project.

Recreation Credit Program - The Burnaby Recreation Credit program provides a credit to Burnaby residents in financial need. The credit can be used at any of the City's Parks, Recreation and Cultural facilities for programs and admissions. In 2014, 8612 applicants received the Recreation Credit for a total disbursement of \$1,498,000. In addition, a Group Recreation Credit is provided to Burnaby non-profit organizations that provide service to vulnerable, at risk populations. The Group Recreation Credit assists agencies to encourage active living among their participants. The credit they receive is used for admissions for drop-in activities such as swimming, skating, fitness and weight rooms. In 2014, 31 groups accessed the Group Recreation Credit for a total disbursement of \$14,450. Information on the program is available in seven languages.

Poverty Reduction – In June 2015, Burnaby Council approved new restrictions for payday loan lending within Burnaby. Any new payday loan lending locations now require a rezoning – similar to pawn shops and second hand stores – allowing Council and the public to review the proposal and its location via a public hearing. These restrictions were brought into place in relation to issues of chronic indebtedness among borrowers and to prevent proliferation of payday loan lending locations in the city.

Affordable and Suitable Housing

Housing Fund – Through the Community Benefit Bonus Policy, the City works with developers to provide needed community amenities (e.g., community centres, parks, non-profit office space, child care centres, and affordable housing units). The City offers developments extra residential density in exchange for providing a community benefit, either through a cash contribution or the direct provision of an identified amenity. Twenty percent of all cash contributions received through the Policy are allocated to the Burnaby Housing Fund to provide assistance with affordable housing initiatives. Since 2013, over \$1.32 million has been allocated to help support the development of 132 affordable housing units including over \$1.2 million allocated to the George Derby Care Society for the development of 121 units of seniors' rental housing.

Adaptable Housing Policy - In 2013, the City updated its Adaptable Housing Policy. Adaptable housing is housing that can be adapted to meet the needs of its inhabitants through all stages of their lives, including accommodating changing levels of ability, illness or injury. Burnaby's policy now requires 20% of single-level units in multi-family developments and 100% of units in seniors-oriented developments to be adaptable. Since the updated policy was adopted, 433 adaptable units have been secured in developments across the city with additional units expected in new development proposals currently before Council.



Preschoolers at play Photo Credit: Jennifer Merry



George Derby Care Centre - an expansion of services (121 units of seniors' rental housing) was supported by a grant from the Burnaby Community Benefit Bonus Policy Housing Fund.



Secondary suite

Secondary Suites - In 2014, the City approved a comprehensive secondary suite program. Secondary suites are now permitted in all single family residential zones in Burnaby. The program provides an opportunity for owners of single family dwellings to renovate to legalize an existing suite or build a suite in a new single family dwelling. The program contributes to the stock of affordable rental housing while it assists homeowners with housing costs. Since approval of the program in 2014, 154 new secondary suites have been completed, 376 are in the building permit process, and 517 former in-law suites have been recognized under the new secondary suite bylaw.



Extending Moments to Milestones

Understanding the Importance of Empathy in Interacting with Youth experiencing Mental Health Concerns

Plan to attend this forum if, as part of your work, you may encounter youth or young adults experiencing mental health concerns. Learn the importance of providing an empathetic response in a young person's mental health journey and impactful and applicable ways of doing so. Presenters will include frontline staff (e.g. RCMP officer, Parks and Rec staff) mental health professionals, and those with lived experience.

WHEN: Thursday May 14, 2015
WHERE: Byrne Creek Secondary School - Centre for Dialogue
TIME: 1 to 4 p.m.

This event is free but registration is required. Space is limited so please register early. Register by calling the Burnaby Planning Department at 604-294-7421 or emailing socialplanning@burnaby.ca



This event is an initiative of the Burnaby Healthier Community Partnership

Burnaby Healthier Community Partnership Mental Health forum

Healthy Living

Healthier Community Partnership - In 2014, the City entered into a Healthy Community Partnership (HCP) with Fraser Health and the Burnaby School District. The partnership aims to promote health and prevent chronic disease through community-based healthy living initiatives. The HCP has facilitated strengthened working relationships across and within organizations including new collaborations with the Burnaby Division of Family Practice. In spring 2015, the HCP hosted two community learning events – one on physical literacy and fundamental movement skills, the other on youth mental health – with over 100 participants at each event.

Food Gardening: The City continues to encourage urban agriculture. This includes supporting Burnaby Food First, Burnaby's local food security coalition comprised of Burnaby residents and organizational representatives, to host approximately 15 free workshops a year attended by hundreds of Burnaby residents. These workshops focus on gardening (e.g. container gardening for those without access to land) and food preservation (e.g. pickling, canning). As well, the City is supporting Burnaby Food First to implement the Sharing Backyards program in Burnaby. Sharing Backyards matches homeowners willing to open their backyards with neighbours looking for space to garden. To date, over 20 homeowners have been matched with gardeners and the program is growing rapidly.



Food gardening Photo Credit: Burnaby Village Museum

Where appropriate, the City also works with developers to include space for gardening in new multi-family residences. For example, the new Thurston Street townhome development near the intersection of Thurston Street and Boundary Road includes garden plots for residents and nearby community members.



Preserving workshop Photo credit: Sofi Martinez

Moving Forward – Remaining Phase I Actions

The City will

- examine the Burnaby Zoning Bylaw for opportunities to facilitate the development of more **child care facilities**;
- continue to work with senior levels of government, businesses, Fraser Health, community organizations and others to facilitate the development of **affordable and/or supportive housing**; and
- explore opportunities to facilitate the development of a **community-based food strategy**.

Strategic Priority 2 - Celebrating Diversity and Culture

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This strategic priority recognizes the role that diversity and culture play in supporting a cohesive, creative and engaged community. Culture refers to both the practices, beliefs and languages of the many ethno-cultural groups that make up Burnaby's rich diversity, as well as the range of arts and cultural opportunities that make up Burnaby's vibrant entertainment scene. Elements of this priority include cultural and religious harmony; a discrimination- and barrier-free community; and arts, culture and entertainment.



Intercultural dialogue Photo Credit: Burnaby Intercultural Planning Table

Cultural and Religious Harmony

Diversity - Since its inception in 2007, the Burnaby Intercultural Planning Table (BIPT) has worked to ensure newcomers are able to participate fully in Canadian life. In 2014, BIPT, in partnership with the Burnaby Public Library and the City's Shadbolt Centre for the Arts, invited storytellers from the Burnaby Storytelling Project to train 22 immigrant storytellers. Participants went on to share their newcomer experiences at community events throughout the city, helping to connect the community by bringing a human face to the issues experienced by immigrants and refugees in Burnaby. Staff at the Shadbolt Centre then worked with the storytellers to create digital stories. The completed stories now form the basis of Digital Storytelling Burnaby, available on the Library's website.



Burnaby Storytelling Project Photo Credit: Burnaby Intercultural Planning Table

Inter-Faith Connections -The City of Burnaby is a founding member of the Burnaby Inter-Faith Network, launched in 2011 and comprised of local faith and community leaders. The Network aims to break down barriers and foster inclusiveness amongst Burnaby's diverse faith communities. To date,



Inter-Faith event Photo Credit: Jan Taylor



Diversity mural ribbon cutting Photo Credit: Burnaby Neighbourhood House



Local youth music group performs Photo Credit: Burnaby Intercultural Planning Table.



Bonsor Seniors Society event Photo Credit: Burnaby Neighbourhood House



Playing pool at a City youth centre Photo Credit: Jennifer Merry

the Network has hosted 10 community gatherings (e.g. faith centre tours, inter-faith dialogues), which hundreds of Burnaby citizens have attended.

Celebrating Cultural Inclusion -The City has expanded its recognition of different cultural practices and celebrations. For example, Diwali and Lunar New Year themed activities are widely offered at skating rinks, community centres, and libraries. As well, the 2015 ‘Summer Sunday Concert’ series at Civic Square featured a wide range of musical offerings including a Korean Drumming Group, Hindustani Vocals, and the Erhu (Chinese violin). The Burnaby Village Museum is also beginning to partner with the Squamish and Tsleil-Waututh Nations to offer Indigenous programming. The Festival’s Burnaby granting program regularly supports a wide range of cultural events throughout the city such as the Bosnian Festival, the Korean Literary Festival, Multicultural Seniors Day, the Fiji Festival, and the Ethiopian Community Festival.

Discrimination and Barrier-Free Community

Reduction of Racism and Discrimination – In 2012, the City of Burnaby became a member of the 62 member strong United Nations Canadian Coalition of Municipalities Against Racism. Membership in the Coalition is a testament to Burnaby’s commitment to diversity and its track record of initiatives to counter racism and discrimination.

Outreach to Isolated Seniors - In 2014, the City’s Citizen Support Services became the lead agency for the Burnaby Better at Home program, a program funded by the Province and managed by the United Way. The program offers light housekeeping and rides to medical appointments for isolated seniors. In addition to Better at Home, Citizen Support Services coordinated the services of 283 volunteers who provided over 27,000 volunteer hours in 2014. Volunteer-based services that support isolated seniors include Grocery Shop-by-Phone, Volunteer Visitors, Shopping Buddies, Lunch Programs, Gadabout Bus Trips, and Fall Prevention and Promotion.

Youth Programs – The City of Burnaby operates four youth centres and one youth lounge across the city that provide youth-friendly spaces where young people have access to computers with internet, gaming systems, pool tables, open gym nights, board games, and other fun events and out trips. Youth Services also provides leadership training and development opportunities for youth, including ‘leadership camps’ and other activities. In 2014, there were approximately 43,500 visits to Burnaby youth centres. As well, in 2014 the City’s youth advisory committee – Youth Voice – expanded to meet year round and to include a wider membership of local young people. Youth Voice helps to plan annual Youth Week activities and provides input and advice on youth programs and related policies and initiatives.

Arts, Culture and Entertainment

Promotion of Local Artists - Burnaby Parks, Recreation and Cultural Services Department and the Burnaby Public Library continue to

profile and support Burnaby's vibrant artistic base by offering showcase opportunities. For example, since 2013, 70 exhibitions have been organized by Burnaby Art Gallery – both on and off site - many of which have featured local artists. The work and activities of the non-profit Burnaby Artists Guild are also supported. Local artists are featured on street banners throughout the city, and local writers and storytellers are regularly celebrated through workshops, events and programs (e.g. Burnaby Storytelling Circle) at Burnaby Public Library.

Moving Forward – Remaining Phase I Action

The City will

- consider becoming recognized as a **“disability confident” organization**. A disability confident organization understands how disability affects all aspects of the organization's operations; creates a culture of inclusion and removes barriers for people with disabilities; makes adjustments to enable specific individuals to contribute and participate; acts as a regional role model for other similar organizations; and supports other organizations striving to remove barriers.



Horse eco sculpture



Burnaby Art Gallery exhibit featuring the work of Eli Bornowsky Photo Credit: Burnaby Art Gallery



Outdoor playtime Photo Credit: Burnaby Association for Community Inclusion

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Strategic Priority 3 - Getting Involved

This strategic priority is about nurturing an involved community where individuals, groups and organizations actively participate in, contribute to, and help shape community life. The main elements of this priority are civic and community engagement and business participation.



Festivals Burnaby - Tian Jin Festival

Civic and Community Engagement

Civic Involvement - In 2014, a 'one stop' guide to civic participation and information was created on the City website: www.burnaby.ca/beinvolved. This portal combines information about how the City of Burnaby functions, its roles and responsibilities, and how to get involved at the civic level.



2014 City of Burnaby local government election poster

Voter Awareness - In an effort to increase voter participation and awareness in the 2014 civic election, the Burnaby Election Office undertook a number of initiatives including hiring a Communications Coordinator, allowing Burnaby residents to vote at any voting location in Burnaby, and using social media to promote the election. Voter turnout increased 5.6% as a result.

City Hall Tours - Burnaby's Planning Department offers City Hall tours to groups interested in learning about local government and specifically Burnaby City Hall. Nearly 50 tours have been hosted over the last four years engaging approximately 1,000 residents.



City Hall tour visits Council Chamber

Promoting Volunteer Opportunities - The City's new Volunteer portal provides information and links to volunteer opportunities with the City, including opportunities with Citizen Support Services, Parks, Recreation and Culture, Community Policing, and on Boards, Committees and Commissions. The City also provides an annual grant of \$12,000 to

Volunteer Burnaby, which functions as the key resource for volunteer involvement and training in Burnaby.

Business Participation

Corporate Social Responsibility – In 2014, the Burnaby Board of Trade launched its Pledge for a Sustainable Community, a comprehensive online initiative that helps Burnaby businesses large and small to reduce their environmental footprint. The initiative currently includes over 120 members, and placed among the top four in the category of Best Corporate Social Responsibility Project at the 2015 World Chambers Competition alongside finalists from Finland, Bolivia and Saudi Arabia.

Moving Forward – Remaining Phase I Actions

The City will

- continue to explore opportunities to expand the City's existing **public consultation programs**; and
- explore opportunities for supporting Burnaby non-profit organizations with their **volunteer engagement and management needs**.



Folk dancing Photo Credit: Burnaby Neighbourhood House



Youth volunteers Photo Credit: Tim Matheson



Burnaby Board of Trade's 'Pledge for a Sustainable Community' logo

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Strategic Priority 4 - Learning for Life

Lifelong learning – the continuous building of skills and knowledge through people’s lives from birth to late adulthood – supports personal fulfillment, human resource development and global citizenship. This strategic priority focuses on formal learning, informal learning, and civic information.



Reading together Photo Credit: Burnaby Public Library



Literacy Now Burnaby logo



Burnaby Public Library Tommy Douglas branch - main floor and "Bibliotech" computer lab

Formal Learning

Inventory of Learning Services - Literacy Now Burnaby, a community coalition of service providers and local literacy experts, has developed a 'Burnaby Literacy Directory' listing formal and informal learning services and programs available at www.literacynowburnaby.ca. The Directory currently has 33 organizational listings. Literacy Now also offers a range of resources to support agencies to use clear (plain) language in their communication materials.

Informal Learning

Computer and English Language Training - Burnaby Public Library provides a range of free introductory computer courses at its computer lab (the 'Bibliotech') at the Tommy Douglas branch. In 2014, this lab had over 14,500 visits. Overall, Burnaby Public Library saw 74,975 visits to its free computers offered in both adult and children's sections of all four branches. The Library has also expanded its offerings of 'English as an additional language conversation circles'. These free drop-in sessions allow participants to practice their conversational English and to participate in discussions on a range of topics led by a librarian.

Literacy Programs - Literacy Now Burnaby has partnered with the Burnaby Neighbourhood House, Burnaby Public Library and Simon Fraser University to provide one-to-one tutoring in basic reading and writing skills

and digital literacy classes. Since the Community Adult Literacy Program (tutoring) began in 2011, 65 adult volunteers have been trained and 42 tutor-tutee matches have been made. In March 2014, the Neighbourhood House partnered with SFU in its Digital Inequalities project. Forty volunteers have been involved with the Digital Café that takes place at the Neighbourhood House's south and north sites. Volunteers work one-on-one with learners to help develop technology skills and assist with online applications required for different government services.

Community Schools - A range of informal learning opportunities are available through the Burnaby School District, including community schools. In 2015, Byrne Creek Secondary became Burnaby's eighth community school. Community schools aim to extend the role of traditional schools by coordinating and delivering community education and recreation programs to maximize the use of school facilities. The City partners with the Burnaby School District to fund community schools. Annually, community schools provide over 282 community education and recreation programs independently and an additional 118 programs in partnership with Burnaby Parks and Recreation, for a total of 400 programs.

In 2014-15, the School District and City worked together to develop a strategic plan to maximize the effectiveness of the Burnaby community school model to meet the emerging and changing needs of children, youth, families and other Burnaby residents.

Civic Information

Access to City Information - In 2011, Burnaby City Council launched 'Virtual City Hall', a complete redesign of the City's website. The new website includes a 'I want to' tab at the top of the site to allow for user-friendly and quick site navigation. The website's e-Agenda allows viewers to easily search and view information and documents for upcoming meetings and past meetings. The website also contains direct links to the City's social media connectors – Facebook, Twitter, YouTube and Enews. From January to June 2015 www.burnaby.ca had 1.5 million hits, 48% of which were from a mobile device (e.g. smart phone). In 2014, the City extended its free Wi-Fi access to a further 17 locations. All recreation centres, public libraries and City Hall have free public Wi-Fi access.

Moving Forward – Remaining Phase I Action

The City will

- continue to expand its **communication mediums** to ensure they are tailored to the communications needs of unique groups (e.g. youth, seniors, persons with disabilities).



Learning together Photo Credit: Burnaby Public Library



Mural at Maywood Community School



Homepage of City of Burnaby website



Visiting the library Photo Credit: Burnaby Public Library

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Strategic Priority 5 – Enhancing Neighbourhoods

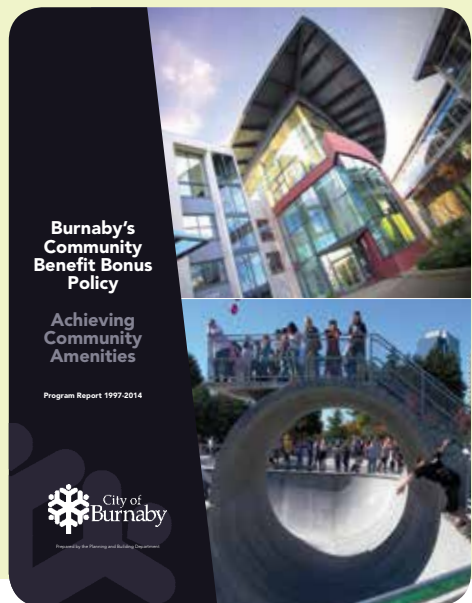
This strategic priority recognizes both the importance people place on vibrant neighbourhoods that offer a range of services and opportunities for neighbours to interact, and the many opportunities to foster social sustainability that may arise at the neighbourhood level. The main elements of this priority are places and connections.



UniverCity neighbourhood on Burnaby Mountain

Places

Complete Communities – The City continues to promote the development of complete communities (communities that contain a range of services and amenities within their own boundaries) through Burnaby's Official Community Plan (OCP). The OCP includes the development of Burnaby's four town centres – Metrotown, Edmonds, Lougheed and Brentwood – as dynamic, transit-focused, urban centres. Currently, consultation has begun on a re-envisioning of the Lougheed Town Centre. The draft plan provides for the redevelopment of the core area (mall site) as a vibrant, transit-focused hub that includes a mix of residential, employment and recreational uses. The OCP also provides direction for enhancements to Burnaby's smaller urban villages (e.g., the Heights, Sixth Street); and protection of single and two-family neighbourhoods and parks. Recent development plans such as Southgate (Edmonds), Woodlands (Brentwood), Gilmore Station (Brentwood) and Station Square (Metrotown) will create vibrant new communities with a range of housing types while providing opportunities for people to live close to transit, employment, services, shopping and recreation.



Cover of City of Burnaby's Community Benefit Bonus Policy Achievements report (2014)

Community Amenities - Burnaby's Community Benefit Bonus Policy, established in 1997, provides an avenue for developments in the City's four town centres (Metrotown, Brentwood, Lougheed and Edmonds) to achieve

extra residential density in return for providing a community benefit that meets social, cultural, recreational, or environmental needs. A review of the policy in 2014 identified priority amenities for funds received through community benefit contributions. These include:

- **Metrotown:** a new Performance / Event space;
- **Brentwood:** a new Brentwood Community Centre and a new Greenway along Willingdon Avenue between Lougheed Highway and Confederation Park; the Greenway will provide a safe and pleasant route to travel on foot or by bike between the Brentwood Town Centre and the Heights;
- **Edmonds:** a new Edmonds Ice Arena (located in the Southeast Quadrant); and
- **Lougheed:** the replacement of Cameron Recreation Centre and Cameron Library; the new facility will include a pool.

Community Resource Centres - The City recently achieved three new community resource centres through the Community Benefit Bonus Policy. The Brentwood and Metrotown community resource centres were opened in 2014 and the third centre, Pioneer Community Resource Centre near Kingsway and Willingdon, will officially open in the fall of 2015. Together these three community resource centres provide nearly 22,000 square feet of program and meeting space for Burnaby-based non-profit organizations that provide a range of services to Burnaby residents. Space in the centres is leased at below market rates and lease grants are available for eligible tenants on a yearly basis.

Beresford Art Walk- Beresford Street in Metrotown is being developed as Burnaby's outdoor art gallery, which when complete will feature over 10 pieces of world-class public art. The street, already home to notable public art installations, will also provide opportunities for live performances, street cafes and other interactive spaces, making it a destination for local residents and those further away.

Civic Plazas – Through the development process, the City continues to seek the provision of large outdoor civic gathering spaces for community events, celebrations and public entertainment. In addition to the City's premier open air gathering spaces at the Deer Lake Festival Lawn and Metrotown Civic Square, the City created a new outdoor plaza at the Edmonds Community Centre in 2014. Since opening, it has hosted 12 outdoor events including "Music in the Park", a summer concert series organized by the Edmonds People in Community Association with support from the City. The Brentwood Town Centre redevelopment, currently underway, will include a civic plaza that is envisioned to host a number of annual community events including concerts, seasonal/holiday displays, and farmers/craft markets. The new plaza will contribute to the area's transformation to a bustling, multi-faceted urban hub. In future, it is envisioned that a number of new public gathering spaces would be included in the Lougheed Town Centre Core area redevelopment to support area residents within the northeast quadrant of Burnaby.



Metrotown Community Resource Centre, one of five City-owned non-profit office and program spaces



Artist's rendering of new public plaza at Brentwood Town Centre



Civic Square in Metrotown



The Tian-Jin Festival in 2015 received a Festivals Burnaby grant.

Connections

Community Gatherings - The City's Festivals Burnaby program, established in 2011, provides funding to support existing Burnaby events and festivals or to initiate new events, festivals and projects. This successful program supports neighbourhood-building initiatives (e.g. community bike fairs), small-scale community events (e.g. Black Heritage Month activities), and large-scale community gatherings (e.g. Hats Off Day). Since 2011, an average of 28 grants have been awarded each year.

Neighbourhood Small Grants - The Burnaby Neighbourhood House administers the Vancouver Foundation's Neighbourhood Small Grant program in Burnaby. Local residents are able to apply for small grants of up to \$1000 to organize community events that bring neighbours together. In 2014, 107 small grants were awarded.



Canada Day at Edmonds Community Centre



Public art on the Beresford Art Walk



Ribbon-cutting at the official opening of the Brentwood Community Resource Centre, one of five City-owned non-profit office and program spaces



Hula-hooping at Civic Square

Strategic Priority 6 – Getting Around

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This strategic priority envisions a future in which transportation services, infrastructure and information combine to ensure that travel is not a barrier to participation in society. The City can help people get around by planning for mobility, contributing towards the creation of accessible, affordable, reliable and safe connection points, and encouraging healthy sustainable transportation options.



Cycling together in the Brentwood Town Centre

Planning for Mobility

Sustainable Transportation Planning – Scoping work has begun to update the Burnaby Transportation Plan, a plan that will look ahead to the next 25 years. This Plan will provide emphasis on active transportation (e.g. walking, cycling) while also examining the efficient movement of people, goods, and services via motorized transport.

New Public Realm Street Standards in Town Centres - In early 2015, Council approved enhanced street standards for Town Centres that will create a world-class public realm. These standards include provisions for wider sidewalks with smoother joints for users of mobility aids and strollers, separated cycling facilities, double rows of street trees, benches, rain gardens, public art and accessible options for walking and cycling. The first examples of this updated standard can be seen in the Brentwood area near Rosser and Lougheed, and in Metrotown at Beresford and Telford, and at Station Square.

Accessible, Affordable, Safe and Reliable Connections

Pedestrian Improvements – In 2013-14, the City installed 18 kilometres of sidewalks and urban trails worth \$3.6 million and three new pedestrian



New Town Centre street standards with wide sidewalks, bicycle lanes, and rain gardens



Strolling together



Mobility and access audit in the Cascade Heights neighbourhood



Directional curb ramps



Catching a connecting bus at Sperling Skytrain Station

signals complete with audible equipment and countdown timers to facilitate pedestrian crossings. New audible countdown equipment is installed at existing traffic signals as part of any retrofit, or as required. As part of the City's ongoing sidewalk inspection and repair program, over \$400,000 is spent annually on sidewalk maintenance. An interim sidewalk program provides temporary sidewalk connections for areas with minor missing pedestrian links.

Accessibility Audits - In 2010, the City completed an accessibility audit of selected pedestrian routes in the Edmonds Town Centre. The results of this audit led to a review of curb ramp design (now directional curb ramps are the standard), as well as other improvements. The audit was completed in partnership with the Voices of Burnaby Seniors and the Burnaby Access Advisory Committee. Based on its success, and spurred on by the adoption of the Social Sustainability Strategy, the City completed an audit of the Cascade Heights neighbourhood in 2013. Students from Cascade Heights Elementary participated in the audit as well as seniors and people with disabilities. A third audit in the Lougheed Town Centre is planned for 2015 and will include students from Stoney Creek Community School.

Accessibility Improvements – The City continues to improve accessibility for pedestrians and transit users within Burnaby. For example, 63% of Burnaby bus stops are now accessible with an annual program to continue improvements on the remaining bus stops. As well, on average, 20 to 30 accessible directional curb ramps are upgraded annually. The Burnaby Access Advisory Committee, an advisory committee to the City's Planning and Building Department, provides advice on access and inclusion issues in the city including the location of needed access upgrades. The Access Advisory Committee is comprised of Burnaby residents, City staff, and staff from the Fraser Health Authority.

Healthy Sustainable Options

Cycling Options –In the past five years, the City's bike network has grown by 40 kilometres, or about 8 kilometres annually. The City also promotes cycling through its annual production of the Burnaby Bike Map (approximately 8,000 copies are distributed annually), showing new and existing bikeways, shoulder bike lanes and urban trails. The City supports community education related to cycling through events such as community bike fairs at local elementary schools, streetwise cycling courses, and regionally focussed Bike to Work and Bike to School campaigns.

Since 2013, the City has supported HUB (formerly the Vancouver Area Cycling Coalition) and MOSAIC, a non-profit organization serving recent immigrants and refugees, in offering a two-day 'Learn to Ride' cycling course targeted to newcomers to Canada. The City also partnered with MOSAIC to produce bike safety manuals in English, Punjabi, Korean Tagalog and Simplified Chinese.

Moving Forward – Remaining Phase 1 Action

The City will

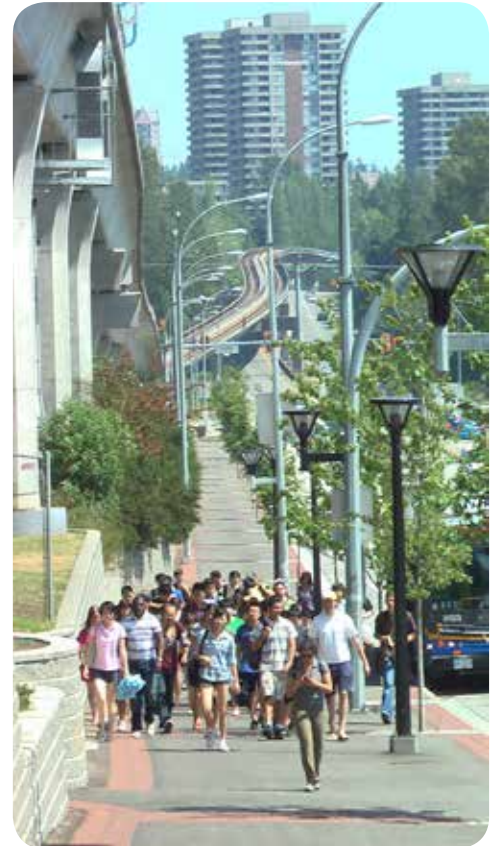
- continue to practice **sustainable urban design** in transportation planning. Within the pending Transportation Plan update process, the City will consider specific features aimed at encouraging and promoting walking, cycling and use of transit.



Walkway at Bob Prittie Library Branch Metrotown



Enjoying coffee on the Beresford Art Walk



Commuters make a connection at the Production Way-University Skytrain Station.



Street furniture

7

Strategic Priority 7 – Protecting our Community

A socially sustainable community is one in which all people can live their lives without fear, and with confidence in their ability to respond to a crisis. By fostering an atmosphere of security, all people are better able to participate in community life. The main elements of this strategic priority are emergency preparedness and crisis response, and crime prevention and response.



RCMP bike patrol in front of the District 4 Community Police Office in southwest Burnaby



Disaster Chef Cooking Contest

Emergency Preparedness and Crisis Response

Emergency Preparedness - The City's Emergency Management Program promotes individual, family and business emergency preparedness. In 2014, staff and trained volunteers from the Emergency Management Program delivered 35 emergency preparedness presentations and attended 15 public events to share information on what to do in an emergency. Several large-scale public awareness events have been undertaken in recent years including annual observance of the 'Great Canadian Shake-Out' to promote earthquake preparedness. The City's successful 'Disaster Chef Cooking Contest' held in 2013 raised awareness of the water and non-perishable food that may be needed for sustenance during the first 72 hours of an emergency.

Crime Prevention and Response

Crime Prevention Programs - The City is committed to 'community policing', a partnership between the City, the police and the public to help create a safe, secure and peaceful environment. As part of this approach the City and the Burnaby RCMP regularly provide crime prevention information to the public. The City's quarterly newsletter InfoBurnaby – which is sent to every business and household in Burnaby



Crime Free Multi-Housing Program logo

(current distribution approximately 94,000) - contains a regular feature on community safety. The RCMP's Crime Prevention Unit (CPU) distributes a monthly electronic Crime Reduction Bulletin which includes maps reflecting various monitored crime types and related crime prevention tips. It is distributed to an estimated 10,000 Block Watch and Crime Free Multi-Housing participants, volunteers, and other interested community members.



Burnaby's Block Watch Program has been in place since 1986.

The CPU also regularly provides educational seminars through its popular Safe Community series of presentations. These free seminars are hosted at venues across the city and often tailored to the specific needs of different communities (e.g., seniors, parents, English language learners, cultural groups). In 2014, eight such presentations were provided, reaching several hundred interested residents. Topics ranged from seniors' safety, to counterfeit fraud detection and apartment security. The Burnaby RCMP frequently meets with cultural group leaders in Burnaby to discuss their concerns and develop presentations tailored to their needs. This approach has been recognized as a 'best practice' by the Canadian Race Relations Foundation.



Speed Watch volunteers

Community Policing Volunteers – As part of the City's community policing approach, the City and RCMP continue to involve residents in public safety and crime prevention initiatives. In 2014, there were 331 Block Watch neighbourhoods and five rental apartment buildings certified with the Crime Free Multi-Housing program. Auxiliary Constables volunteered 2,900 hours in 2014 including participation at many important community events including the Giro di Burnaby, Hats Off Day and the Nagar Kirtan Parade. Also in 2014, community policing volunteers contributed 5,363 hours assisting with community police office duties and with the Speed Watch, Cell Watch and Citizens Crime Watch programs.



Crime Prevention Booth at 2014 Hats Off Day

Anti-Graffiti Program – Since its adoption in 2007, the City's Anti-Graffiti program has been successful in reducing graffiti vandalism on public and private lands. As part of the program, private property owners can apply for a matching grant from the City to create a mural on property that is frequently targeted by graffiti vandals. In 2014, three new murals were created.



Anti-graffiti utilities box 'wrap'

Business Watch – On September 17, 2015, the Burnaby RCMP launched a new web-based Business Watch program. The program involves business owners keeping an eye out for suspicious and criminal activity, reporting concerns to the RCMP and keeping in touch with neighbouring businesses about crime concerns. Visit: www.burnaby.ca/businesswatch



A new mural in south Burnaby received a matching grant through the City's Anti-Graffiti program.

Conclusion

This report highlights some of the ways the City and its partners are working towards a more vibrant, socially sustainable Burnaby. Together these actions position Burnaby to become an even more inclusive, liveable, and resilient community in the years ahead. The report also identifies remaining actions that the City and its partners will pursue over the next one to two years as Phase 1 of the Social Sustainability Strategy's implementation plan draws to completion. At that time, the City will engage its community partners in assessing progress and refreshing the Strategy to reflect new learning, experience and developments.

For a copy of the complete Social Sustainability Strategy, including a full listing of all actions visit: www.burnaby.ca/sss

For more information, or to find out how you can get involved, contact:
Burnaby Social Planning
Email: socialplanning@burnaby.ca
Phone: 604-294-7421



Giro di Burnaby 2015 on Hastings Street

Appendix 1

Summary Table of Phase 1 Implementation Actions 2013-2015

<p>Meeting Basic Needs</p>	<p>Ensuring everyone has a foundation to live a life of dignity</p> <ul style="list-style-type: none"> ■ Potential for up to 500 new child care spaces as a result of a new Child Care agreement between the City and School District ■ 100+ post-secondary students mentored through the Burnaby Board of Trade ■ 8,600 residents access Burnaby's recreation credit program in 2014 ■ New restrictions for payday loan lending ■ \$1.32 million allocated from the Burnaby Housing Fund to support affordable housing ■ 433 adaptable housing units secured since 2013 ■ 154 new secondary suites, more under review ■ New Healthier Community Partnership between the City, School District, and Fraser Health, working together on mental health and physical literacy ■ 500+ Burnaby residents attend free food preservation and gardening workshops hosted by Burnaby Food First, with support from the City of Burnaby
<p>Celebrating Diversity and Culture</p>	<p>Recognizing the role diversity and culture play in supporting a cohesive, creative and engaged community</p> <ul style="list-style-type: none"> ■ 22 newcomers trained as storytellers – captured in Burnaby Digital Storytelling Project ■ 10 Inter-Faith community gatherings attended by 100s of Burnaby residents ■ Member of the Canadian Coalition of Municipalities Against Racism since 2012 ■ 27,000 hours contributed by volunteers to support isolated seniors in 2014 ■ 43,500 visits to Burnaby Youth Centres in 2014 ■ Local artists featured in Burnaby Art Gallery exhibitions
<p>Getting Involved</p>	<p>Nurturing an involved community where individuals, groups and organizations actively participate in, contribute to, and help share community life</p> <ul style="list-style-type: none"> ■ New one-stop guide to civic participation: www.burnaby.ca/beinvolved ■ 5.6% increase in voter turnout in 2014 municipal election ■ 50 City Hall tours engage 1,000+ residents ■ New City of Burnaby online Volunteer Portal promotes volunteer opportunities ■ Burnaby Board of Trade launches award-winning Pledge for a Sustainable Community

<p>Learning for Life</p>	<p>Continuous building of skills and knowledge through people’s lives from birth to late adulthood</p> <ul style="list-style-type: none"> ■ New directory of learning services produced by Literacy Now Burnaby ■ 74,975+ visits to Burnaby Public Library’s free computers in 2014 ■ Community Adult Literacy Program launched through Literacy Now Burnaby with Burnaby Neighbourhood House, SFU and Burnaby Public Library ■ Byrne Creek Secondary becomes Burnaby’s 8th community school in 2015 ■ Free Wi-Fi to a further 17 City locations, available now at all community centres, libraries and City Hall
<p>Enhancing Neighbourhoods</p>	<p>Recognizing the importance people place on vibrant neighbourhoods and opportunities for neighbours to interact</p> <ul style="list-style-type: none"> ■ Complete communities –more opportunities for people to live close to transit, employment, services, shopping and recreation ■ Priority community amenities identified in each town centre – new development will contribute ■ 3 new community resource centres opened – 22,000 square feet of program and meeting space for Burnaby-based non-profits ■ 12 celebrations at new Edmonds outdoor plaza, more plazas on the way ■ 3 public art pieces installed so far on the Beresford Art Walk – Burnaby’s new outdoor art gallery ■ 28 Festivals Burnaby grants each year ■ 107 neighbourhood small grants awarded through Burnaby Neighbourhood House and the Vancouver Foundation
<p>Getting Around</p>	<p>Envisioning a future in which transportation services, infrastructure and information combine to ensure travel is not a barrier to participation in society</p> <ul style="list-style-type: none"> ■ New Town Centre public realm standards - wider sidewalks, bike lanes and rain gardens ■ Pedestrian improvements – 18 kilometres of new sidewalks and urban trails in 2013-14 ■ Accessibility improvements – 63% of Burnaby bus stops are now accessible for people who use mobility aids, annual program to continue improvements ■ 40 kilometres added to Burnaby’s bike network over the past 5 years
<p>Protecting Our Community</p>	<p>Fostering an atmosphere of security where all people are able to participate in community life</p> <ul style="list-style-type: none"> ■ 35 emergency preparedness presentations in 2014 ■ RCMP deliver 8 crime prevention presentations reaching 100s of residents in 2014 ■ Volunteers contribute 5,363 hours with community policing programs ■ Auxiliary constables contribute 2,900 volunteer hours in 2014 ■ New web-based Business Watch program launched Sept. 17, 2015 www.burnaby.ca/businesswatch

